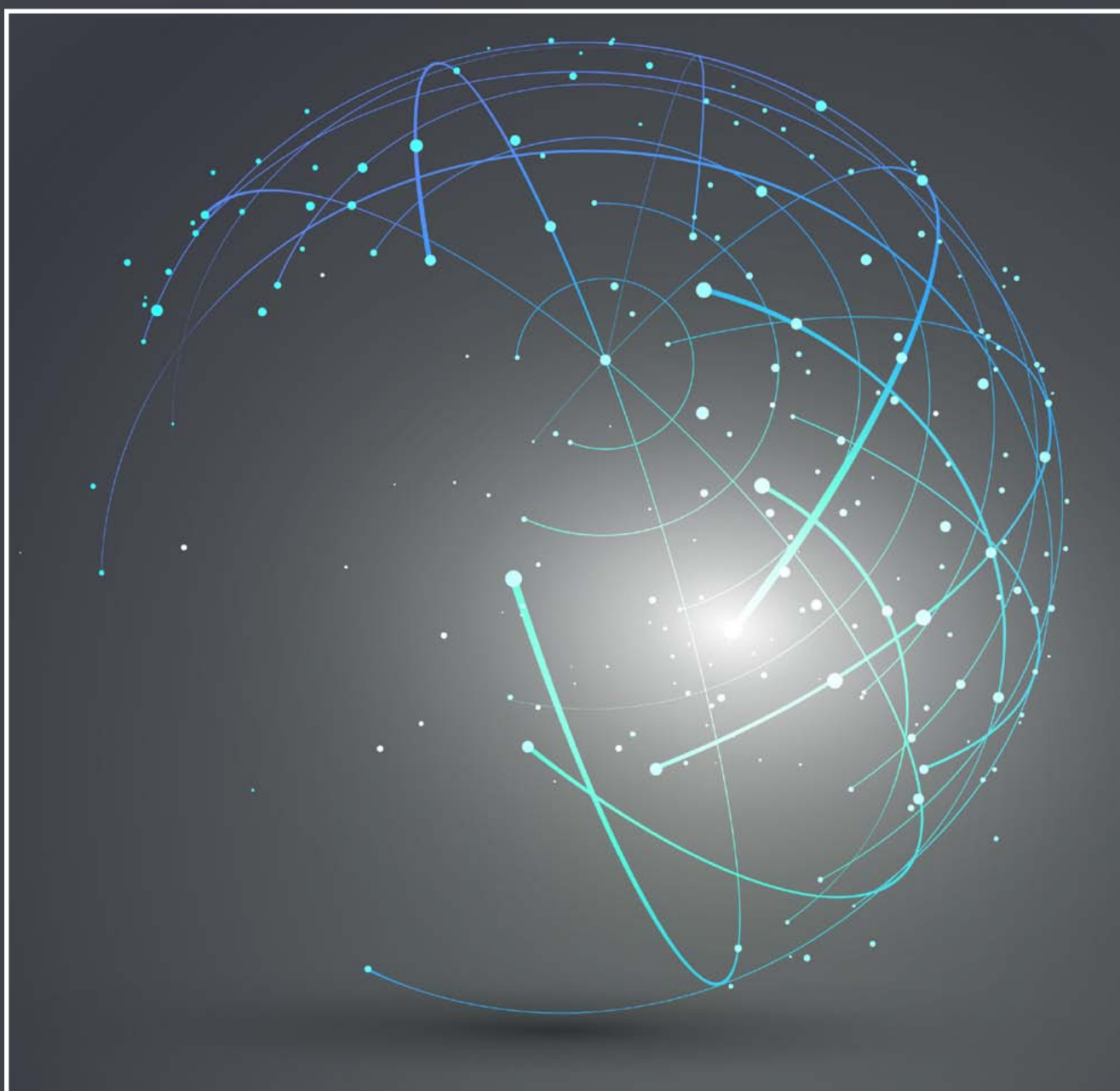


FIFTH COMMUNICATION ON ENGAGEMENT OF THE CHAMBER OF COMMERCE AND INDUSTRY OF SERBIA IN ACCORDANCE WITH TEN UN GLOBAL COMPACT PRINCIPLES



JANUARY 2022 – AUGUST 2023

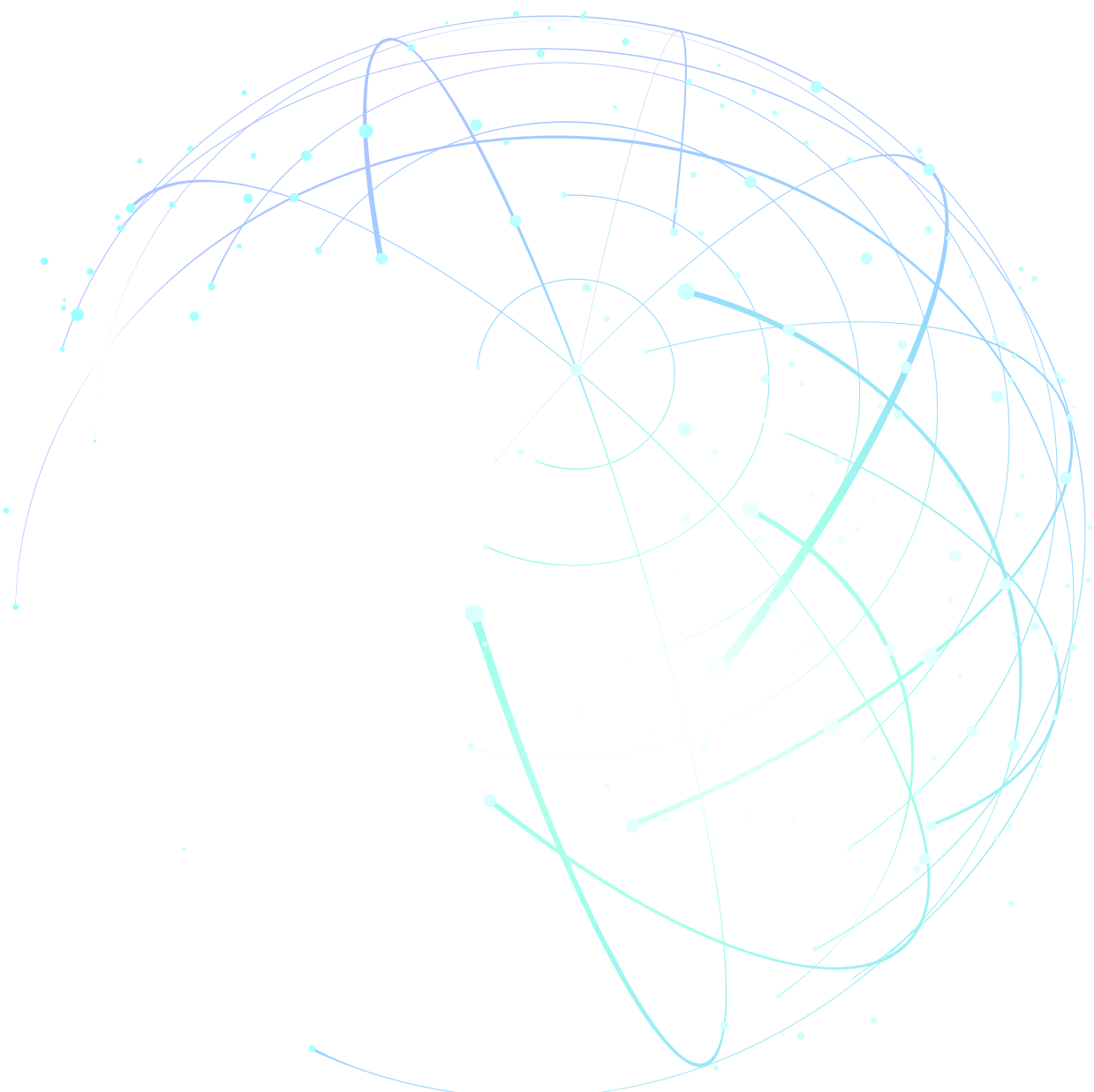


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STATEMENT BY PRESIDENT OF THE CHAMBER OF COMMERCE AND INDUSTRY OF SERBIA ON THE CONTINUED SUPPORT TO THE UN GLOBAL COMPACT

We proudly present the Fifth 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.

Continuing and intensifying activities in all areas being in focus of the UN Global Compact, over the last two years, and without neglecting all other segments, the environmental protection and its improvement have been set up by the Chamber of Commerce and Industry of Serbia, a business association, as the top priorities of its Agenda. From its active participation in the creation and improvement of a regulatory framework, over training of businesspeople on the implementation of these principles, standards and sustainable business models for strengthening the competitiveness of domestic companies, to the promotion of good practice examples, inter alia, in the domain of company's reporting on its sustainable business.

Following the establishment of the Alliance for Green Transition – a consortium of companies, the leaders of low-carbon economy in Serbia that heads changes in the area of "green" and circular economy in the Serbian economy and a CE HUB Digital Platform, in the last two years, we have established a special CCIS Team that works on the development programme of green transition of the Serbian economy, and also created and promoted a document "Declaration of the Chamber of Commerce and Industry of Serbia: Green Transformation of the Serbian Economy" to encourage the business community to orient towards decarbonisation and green transition.



In addition, we have established a new service - Responsible Business Hub (RBH) – a centre for support to small and medium-sized enterprises exporting to the German and other EU markets by informing, training and connecting Serbian companies encouraged by requirements derived from a new German Supply Chain Due Diligence Act, which relates to human rights, rights of employees and environmental protection. The implementation and observation of this German Law will be a kind of training on how to comply with increasingly stricter rules and demanding EU regulations.

In addition to training of businesspeople, the Responsible Business Hub will, in the coming period, commit to the green funding issues in order for businesspeople to meet all ESG criteria that will increasingly be valued by commercial banks and funds when granting loans, as well as to strengthen company's capacities by employing workers qualified for the sector of environmental protection, and other significant green transition segments.

Besides our active participation in the development of a new strategic and regulatory framework in the area of energy with an emphasis on energy stability, diversification and increased share of renewable energy sources in both generation and consumption, we have initiated the adoption and participated in the creation and promotion of a Draft Hydrogen Strategy, which should be an integral part of a new Energy Sector Development Strategy of the Republic of Serbia up to 2040, with the projections up to 2050, with the aim of increasing the use and production of hydrogen, as an alternative energy source.

Being committed to the implementation and promotion of the UN Global Compact Principles, in addition to the activities of the Corporate Social Responsibility Council, we have been awarding and promoting the best examples of socially responsible companies by giving the "National Corporate Social Responsibility Award - Đorđe Vajfert".

This year, we organize the second cycle of awarding a "Family Friendly" recognition to

companies that comply their work with parenting in the best possible way. In collaboration with our partners, we have launched and implemented a campaign "Woman Engineer of the Year", in order to promote STEM – occupations of the future, and successful women engineers, as well as to spur up young people, particularly girls, to enrol engineering studies, to choose jobs that will provide them with better access and position in the labour market, open best opportunities for employment, earnings, career advancement, and overall personal satisfaction.

In addition, we support women to be more courageous to start up their own business, and raise awareness of employers to erase any differences in business conditions for women and men. We also do it through our own examples, where the total number of the employees of the Chamber of Commerce and Industry of Serbia and total number of managers at all levels about one thirds are women.

Besides its efforts to involve actively women into business life, this Communication in front of you documents a huge engagement of the Chamber of Commerce and Industry of Serbia in providing its support to youth and social entrepreneurship, the implementation of anti-discriminatory standards, anti-corruption practice, code of business ethics, corporate management and business ethics.

It is only a segment of our agenda for the upcoming period, along with stronger support to companies in improving their competitiveness through new technologies – development, innovative, "green" and digital solutions, promotion of sustainable production and business operation in compliance with international standards, and promotion of good practices of corporate social responsibility, as well as with the proven solidarity and us, as a business association, and our company members, with both local and social community and those who need support the most.

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

I 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 Agreement of the Chamber of Commerce and Industry of Serbia 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.

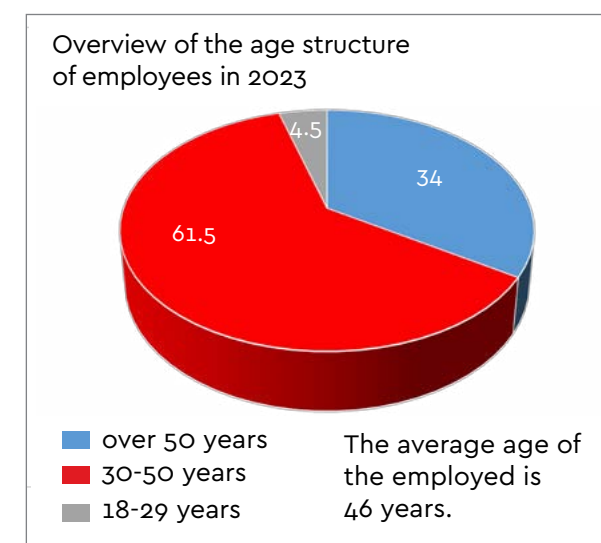
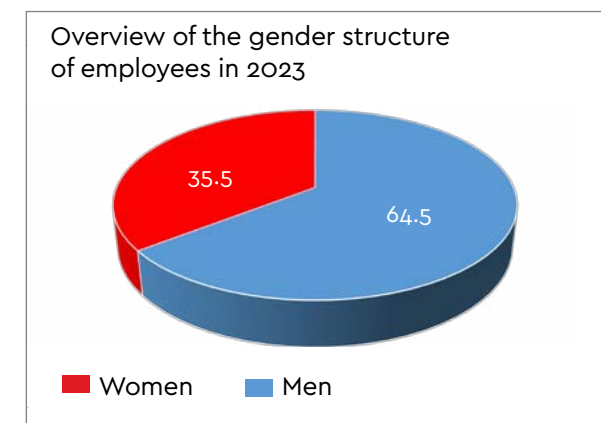
Prohibition of Discrimination

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 train-

ing; 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 (64.5%) and they are equal with their colleagues in the exercise of their rights.

Education of Employees

The Collective Agreement specifies that the Chamber of Commerce and Industry of Serbia is under obligation to enable an employee to get educated, trained and profes-

sionally 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: teamwork and assertive communication.

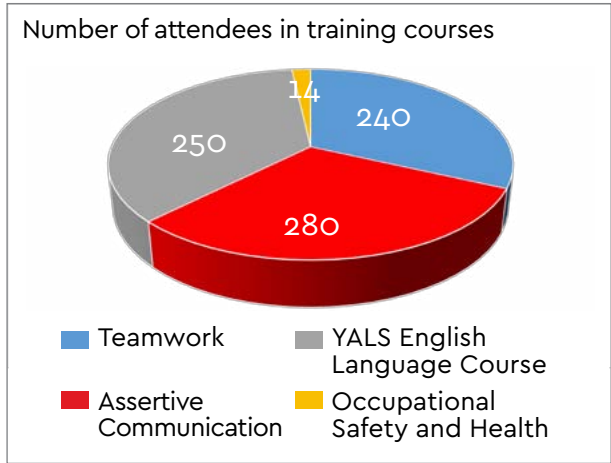
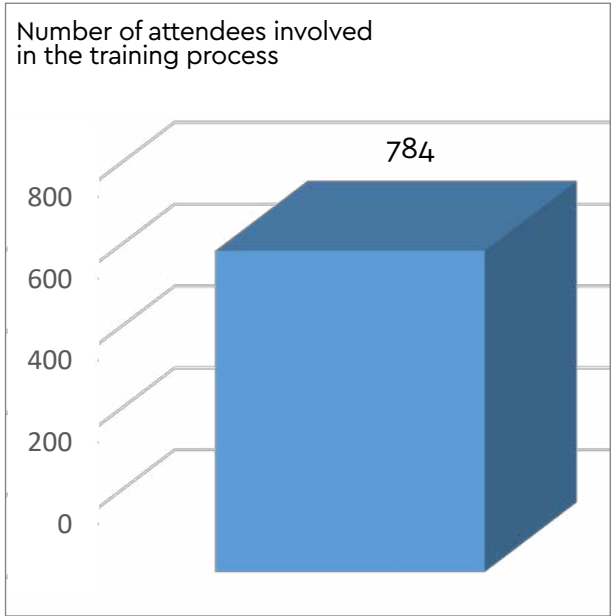
"Teamwork" module is aimed at improving communication within a team, acquiring knowledge and insights in styles of conduct and their impact on team's dynamic and interaction, as well as enabling the team to make a decision and create an atmosphere of mutual support.

Assertive communication implies expressing own thoughts, feelings, and opinions without putting down thoughts, feelings and opinions of others. An assertive person respects thoughts, and opinions of others, but does not necessarily agree with them.

In the period from 6 October 2022 to 1 June

2023, 30 lessons of the English language were organized (Skills Booster Course) for employees of the Chamber of Commerce and Industry of Serbia in cooperation with Livingston Foreign Language School for the public administration employees within the project, whose creators and performers are

Name of the training course	Number of the training courses held	Number of attendees
Teamwork	15	240
Assertive Communication	15	280
YALS English Language Course	30	14
Occupational Safety and Health	6	25
TOTAL	66	784



school members of the YALS language private school association, whereas the U.S. Embassy is a donor. The course was successfully completed by 14 attendees.

In addition, courses on regulations pertaining to the occupational safety and health, which is a legal obligation, were organised.

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.

Benefits and Incomes

In addition to the cases stipulated by the Law, the Collective Agreement 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: death of a parent, adoptive parent, brother or sister of an employee's spouse, birth of a grandchild - 1 working day, 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 employ-

ees – 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.

Taking into consideration the inflationary trends and growth in consumer prices, and with the aim of improving financial and social status of employees, the labour price, as one of the elements for defining the primary earning of employees, was increased twice.

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. The Chamber of Commerce and Industry of Serbia is obliged to inform every employee prior to his or her employment on work conditions, work organization, the rules and rights arising from the regulations 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 Generali a.d. in case of serious diseases, surgical interventions, disabilities and death caused by accidents.

Internal Communication

Internal communication is performed among employees in the Chamber of Commerce and Industry of Serbia and serves for dissemination 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. The way employees conduct and communicate directly impacts the reputation and corporate identity of the Chamber.

In order to improve the corporate culture, to improve the reputation of the Chamber, as an employer, to reduce fluctuation of staff and to improve its productivity, the Chamber of Commerce and Industry of Serbia has implemented a software solution HEARTCOUNT to measure the content of employees at work, by keeping track of work results and other elements of importance for making employees feel satisfied with work (wellbeing, personal satisfaction, relation to the Chamber, as an employer, promotion at work, relations with colleagues and management, feedback and commendation, productivity and efficiency, and job satisfaction).

Code of Business Conduct

The President of the Chamber of Commerce and Industry of Serbia adopted a Code of Business Conduct in March 2018, which was updated in 2023, with the aim to establish the standards of ethical business conduct and corporate social responsibility, which is a precondition for long-term success.

The CCIS builds its business culture on respect of values and principles that integrate professionalism and expertise with morality and ethics. In its work the, Chamber observes the principles of socially responsible business and conduct by respecting the principle of conduct in relation with: colleagues, companies, employees, state authorities, environment, local community, as well as international associations and organizations

II 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 and climate change, 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-label, cleaner production, "green" public procurement, and other).

Transition of Serbia's economy to a low-carbon and circular economy is one of the priorities in the focus



of the activities carried out in the Chamber of Commerce and Industry of Serbia during the report period. New strategic documents of national importance were designed and the current ones were revised as the subject of particular interest of the entire economy, which required huge engagement and continuous intersectoral cooperation and standing coordination of activities through consultations with all stakeholders.

Regular monitoring and informing the interested public of the current activities regarding the European Green Deal, the Green Agenda for the Western Balkans, as well as the sources of funding of "green" projects for the Western Balkans have resulted in a document titled **"Declaration of the Chamber of Commerce and Industry of Serbia: Green Transformation of the Serbian Economy"**, which we designed and launched as a roadmap for our clear orientation towards the gradual decarbonisation and green transformation of the whole economy. Starting from the emerging global challenges – climate change, energy crisis, critical raw material supply, resources savings, financial and business sustainability – this Declaration is aimed at supporting a clear commitment of business community to shift to the gradual decarbonisation and green transformation of the entire economy.

The most significant messages are contained in the following ten points of the Declaration:

1. strategic and regulatory framework
2. climate and carbon neutrality
3. circular economy, reduction of resource consumption, zero-waste
4. sustainable generation and consumption
5. education and new "green" occupations
6. eco-innovations, science, smart technology, e-mobility
7. fair transition
8. sustainable finances

9. regional networking and cooperation and
10. digital and green transformation.

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

Representing the Interests of the Economic Operators

As to the development and improvement of the business environment and the national regulatory framework, we have consulted businesspeople and provided professional opinions, comments and suggestions on many exceptionally significant national strategic documents, draft laws, reports, out of which we single out the most important:

1. a Draft Law on Environment Impact Assessment
2. Proposal of Circular Economy Development Programme in the Republic of Serbia for the period 2022-2024
3. Aggregating and submitting comments provided by members of the Chamber of Commerce and Industry of Serbia on Action Plan on the Waste Management Programme in the Republic of Serbia for the period 2022 – 2024
4. An overview of comments on a Draft Law Amending the Law on Waste Management, which were provided during the public debate
5. Preparation of comments on the document "First Draft Technical Report of the Study on Impact of Carbon Border Adjustment Mechanism (CBAM) on the Serbian Economy", within the Working Group coordinated by the Ministry of Environmental Protection
6. A proposal of priority measures in the area of greening SMEs concerning the involvement of all stakeholders in the initial phase of the development of a Strategy for Development of Small and Medium-Sized Enterprises and Entrepreneurs (SMEs) in the Republic of Serbia for the period 2023 – 2027

7. Coordination of activities on the hydrogen strategy project, when five roundtables and promoting events were organized throughout Serbia and the Strategy of Hydrogen Usage in energy, industry, and other sectors was presented.

Two meetings of the Parliament of Businesspeople, which were held in Kruševac and Kikinda, served to share information and knowledge and examples of good practice, with the aim of improving business through implementation of the green transition process. The Chamber of Commerce and Industry of Serbia, as a member of the National Climate Change Council of the Government of the Republic of Serbia, took an active part in the work of this body, which resulted in the promotion and presentation of the revised Nationally Determined Contribution of the Republic of Serbia (NDCs), adopted by the Government of the Republic of Serbia, thus increasing Serbia's ambition to reduce the greenhouse gas emissions by 13.2%, as compared to the 2010 level (i.e. by 33.3% in relation to 1990) by 2030.

Numerous obligations derived from the EU directives require a good horizontal cooperation, networking and interpersonal communication, where partnership between state institutions, economy and civil sector is of utmost importance. As a strategic partner and interested party in the implementation process of fair green transition and decarbonisation in Serbia, the Chamber of Commerce and Industry of Serbia was an active participant in many dialogues at the national level, as well as an organizer of events, out of which we single out a meeting of the Negotiating Group 27 – Environment and Climate Change. This meeting was organized in collaboration with the Ministry of Environmental Protection, where over 80 people participated, and the current position and deadlines in the Action Plan on fulfilling the measures for closing the Chapter 27 were presented.

The Chamber of Commerce and Industry of Serbia also participates in the following

working groups: Working Group on construction waste of the City of Belgrade, Working Group on waste management, Working Group on circular economy, the Working Group on national environment strategy 2022-2032, the Working Group on drafting a Rulebook on Waste Oils, the Working Group on drafting a Rulebook on Byproducts, the Working Group on implementing the goals of the Sofia Declaration on the Green Agenda for the Western Balkans.

Professional Bodies / Working Groups / Commissions

Persistent in its intention to inform timely companies of all most relevant legal novelties, insisting on businesspeople to get involved in the work of working groups on drafting or amending regulations, as well as to participate and propose initiatives in public debates via CCIS bodies, with the aim of creating a regulatory framework appropriate for every business model, we work together with businesspeople and decision-makers on drafting regulations, financial instruments, knowledge transfer and exchange of best practice that will further contribute to harmonising a sustainable business with the European standards and rules.

The introduction of deposit return system for collecting packaging waste in the Republic of Serbia was the issue discussed at the National Board for Coordination of Activities concerning deposit return system, in the organization of the Association of Packaging Waste Operators, and in accordance with an agreement to organize a dialogue in order to consider all aspects of this system.

In order to determine a list of priority matters and issues concerning the environment and to turn them into strategic goals, by participating in the work of relevant working groups organized by the competent ministries, we took an active part in the development of strategically significant documents, programmes, and plans, out of which we single out:

1. Study on Impact of EU Carbon Border Adjustment Mechanism - CBAM) on the Serbian economy (the subject working group held three meetings);
2. Study on Just Transition;
3. Analyses of documents and views on a Draft GAWB Action Plan - Implementation Report 2022);
4. A proposal of the climate change adaptation programme in the Republic of Serbia, through a membership in the Working Group on the Project „Advancing Medium - and Long-Term Adaptation Planning in the Republic of Serbia“, which is funded by the Green Climate Fund (GCF) and implemented by the UN Development Programme (UNDP), in collaboration with the Ministry of Agriculture, Forestry and Water Management and the Ministry of Environmental Protection. NAP web platform titled the Climate Atlas of Serbia was developed within the same programme to support the climate adaptation planning.

Conferences/Seminars /Workshops

In 2022, together with businesspeople and decision-makers we worked on transfer of knowledge and exchange of best practice that will further contribute to harmonizing a sustainable business with the European standards and rules as follows: further development of the CE HUB digital platform, organization of "in-house" training courses for business entities with the possibility of exporting domestic products designed according to circular model, organization of workshops (in cooperation with the Cleaner Production Centre of the Faculty of Technology and Metallurgy of the University of Belgrade) concerning green transition and implementation of the "Directive on Industrial Emissions in Serbia 2021-2025" , as well as waste water treatment; a series of seminars on the topic "International Climate Change Agreements –Basic Elements and their Implementation - Carbon Footprint of a Product) guidelines for developing a CFP study through implementation of the standard ISO 14067", and many others.

We particularly emphasize our regular informing business entities of implementing the EU directives and regulations by organizing events and workshops on the topics of carbon accounting, circular economy models and CBAM – a new EU regulation for reducing greenhouse gas emissions and their impact on the national economy.

In the light of it, we realized, in cooperation with our partner organizations and institutions, as well as the Ministry of Environmental Protection, among other things:

1. two-day TAIEX workshops (through TRA TOLOW Regional Project of the European Commission), on the topic "Future monitoring and reporting obligations on greenhouse gas emissions from stationary plants". These workshops were attended by 120 people, who were both representatives of the public administration and EU ETS operators,
2. roundtable on the topic "CBAM – a new EU mechanism for reduction of greenhouse gas emissions, and what can Serbia's economy expect?", with the aim of considering the insights accumulated about this mechanism, and the current status of the document. The event was attended by over 60 participants from the industries "affected" by this document, such as the sectors of energy generation, production of aluminium, iron/steel, fertilizer, cement, as well as representatives of ministries, banks, and the like.

III CIRCULAR ECONOMY

Circular Economy Centre of the Chamber of Commerce and Industry of Serbia is the first infrastructure in the region that has completely focused its capacities on promotion and implementation of business models that can respond to the climate change impact and provide alternatives in the resource uncertainty.

The network of the regional chambers of commerce and industry and the digital circular economy platform, a constructive relation with the relevant state and international

institutions comprise a common cooperation for better business environment. The circular economy principle is introduced in business operations of companies through intensive training courses for management staff of all business entities in the country, as well as creation of relevant instructions on transition of business processes and overall promotion of green business.

Through its cooperation with companies, the Chamber of Commerce and Industry of Serbia took an active part in monitoring



Circular Economy Festival

and analysing the economic trends in the waste recycling industry (issuing of waste management permits, waste import-export, special waste flow management), the end of the waste status and introduction of "zero waste" production model, waste usage for energy purposes, non-financial reporting and introduction of new standards (ESG, EU taxonomy, etc.), stimulating and attracting of green investments, access to the sources of financing for green investments (national and international funds), promotion of green public procurement, and the like.

CCIS Circular Economy Centre intensively cooperates with the German Agency for International Cooperation (GIZ), World Wide Fund for Nature (WWF Adria-Serbia), UNDP Serbia, Organization for European Security and Cooperation (OSCE), embassies, higher education institutions and universities, non-governmental agencies, and others.

It takes an active part in the organization of trade fairs - Eco Fair (Ecology Fair) at the Belgrade Fair and ECO MONDO in Rimini, Italy.

Circular Economy Programmes

Support Programme to Circular Economy Development is implemented in cooperation with the Ministry of Economy. It is a three-year programme (2021-2023), where the Chamber of Commerce and Industry of Serbia is an implementing partner to the Ministry of Economy.

The following activities have been carried out within the Programme:

- Market research for MSMEs;
- Circular economy modules (training course);
- Creation of a roadmap for reusing, recycling or valorising concrete construction waste (guide);
- Safe chemical management (guide);
- Carbon accounting and sustainable business (training course);
- CBAM – Carbon Boarder Adjustment Mechanism (training course).
- Development of a Decarbonisation Guide;

- Model for determining the capacities of business entities in industrial zones for development of industrial symbiosis with a software solution proposal for implementation support (guide/instruction);
- Development of the guidelines to reuse material in a circular economy model, rubber and glass as resource potential (guide);
- Wastewater management (training course and guide);
- Development of a model of wastewater treatment plant for small and medium-sized enterprises (instructions).

"Private Sector Development in the Economically Disadvantaged Regions in Serbia" (2022-2024) is the programme implemented in collaboration with the German Agency for International Development (GIZ).

Activities within the Programme:

- Advancing the Digital Platform of the CCIS Circular Economy Centre. It includes the development of a by-product stock market model and more intensive communication among companies, 2022-2023;
- Financial package (non-financial reporting, green securities, EU taxonomy);
- Marketing campaign – promotion of a sustainable business;
- Training of representatives of MSMEs (business, production, finances);
- Preparation for certification of "green" managers.

IV CCIS ACTIVITIES IN THE FIGHT AGAINST CORRUPTION

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 anti-corruption 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 anti-corruption or integrity plans. All the listed documents are published on the Portal.

In December 2005, the Chamber of Commerce and Industry of Serbia adopted the Code of Business Ethics and Code of Corporate Governance, thus contributing to developing the autonomous law and business practice based on ethical principles. CCIS is a member of the International Commission for Anticorruption, the ICC from Paris disseminates materials at various events organized at CCIS concerning the ICC rules and guidelines to the anti-corruption fight.

- Activities of the CCIS anti-corruption team:
- Continuation of activities carried out by the business community to coordinate the CCIS business operation by increasing the number of its members participating in the exchange of information and data on business compliance and ethics.
 - The regional event Corporate Compliance of Advisors, which was organized by the Association of Banks of Serbia, Corporate Compliance Institute from Slovenia, and the Chamber of Commerce and Industry of Serbia.

- Presentation of the OECD Fair Market Conditions for Competitiveness Project.
- Participation of representatives of the Chamber of Commerce and Industry of Serbia in the Working Group on drafting a Strategy and supporting Action Plan on fight against corruption in the Republic of Serbia for the period 2023-2026, at the invitation of the Ministry of Justice. The Chamber of Commerce and Industry of Serbia participated in the development of this strategic document from 2005 and 2013. A CCIS representative advocates for entering CCIS activities into this new strategic document concerning promotion and prevention of corruption in business, as well as amending the applicable anti-corruption acts of the Republic of Serbia for which the CCIS member companies indicate that there is room for improvement.

V GLOBAL COMPACT LOCAL NETWORK IN SERBIA

UN Global Compact is the most extensive CSR initiative that does not gather only companies but also other forms of legal entities. The UN Global Compact Network in 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 UN Global Compact Network in Serbia became an independent legal entity in June 2023.

The Steering Committee comprises seven members that are representatives of companies, foundations and business associations recognized by their commitment to

corporate social responsibility principles, and these are: Delta Holding, Merck, Sharp and Dohme, Ernst and Young, A1 Serbia, Ana and Vlade Divac Foundation, Hemofarm, the Chamber of Commerce and Industry of Serbia, and ex officio member without the right to vote, UN High Representative, Françoise Jacob.

It implements its activities through joint action and dialogue of different stakeholders gathered around the topic of promotion and implementation of the sustainable development goals. In the period January 2022 – August 2023, six new companies and organizations became members of the UN Global Compact.

The most important activities and events that the members realized in the period for



Meeting with representatives of SMEs in Niš

which the communication is made and the Chamber of Commerce and Industry of Serbia participated in are as follows:

- Eight meetings of the Working Group on promotion of the sustainable development goals, where the companies and organizations working on the achievement of 17 sustainability goals had their presentations. The Steering Committee had three meetings where activities of the Global Compact Local Network in Serbia were discussed and planned.
- A meeting with representatives of small and medium-sized enterprises was held in Niš, in accordance with the strategy of the UN Global Compact, which increasingly focuses on promoting the sustainable development goals among small and medium-sized enterprises, on 3 November 2022. The attendees of the meeting discussed the requirements of EU regulations on sustainable business, as well as the importance of applying sustainable business in order to achieve good business results.
- Participation of a representative of the Chamber of Commerce and Industry of Serbia in the panel "Systematic Networking as a Recipe for Successful Green Transition", which was organized by WWF Adria, in the Chamber of Commerce and Industry of Serbia, on 13 December 2022, together with representatives of the EU Delegation to Serbia, Ministry of Environmental Protection, and Sustainable Development Centre. Successful projects of civil society organizations were presented throughout Serbia, and the panel discussion was held on the topic of the importance of networking all relevant stakeholders for the green transition process and creation of long-term mechanisms of intersectoral cooperation for successful transition.
- The Founding meeting of the local network was held in June 2023, when 14 companies signed the Founding Act of the Association of the Global Compact Local Networks in Serbia, thus supporting its official establishment. The Steering Committee was also elected on the same day.

It will manage the Network in the following three years. A CCIS representative is one of the members of the Steering Committee.

- CCIS hosted a meeting of the Working Group on Sustainable Development Goals in August 2023, when members discussed further steps in defining the Network. New members (Toyo Tires, SBB and MSD Serbia) were presented and spoke about sustainable business practices their companies conduct.
- CCIS participates in promoting the Better Hospitality Initiative among members of the Association of Tourism and Hospitality, which is implemented jointly by 14 local networks. This initiative is for companies dealing with the hotel industry and desiring to improve their sustainable business.

Observing the rules and principles of the Global Compact initiative, whose values are deeply rooted in everyday activities, 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 a responsible business is sustainable business.

VI CCIS COUNCIL FOR CORPORATE SOCIAL RESPONSIBILITY

CCIS Council for Corporate Social Responsibility is a consultative body composed of 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 mandate 2021-2025 are the representatives of the following companies and organizations: Ministry of Human and Minority Rights and Social Dialogue, B92 Fund, Smart Kolektiv, Ana and Vlade Divac Foundation, Trag Foundation, Catalyst Balkans, KPMG, Delhaize Srbija, NELT, EFG Direktna banka, Živković and Samardžić Law Office, Eliksir Foundation, NURDOR, Bosis Valjevo, Mastercard, NORBS plus Foundation, Telekom, Nije svejedno Foundation, DM drogerie, Black Rock, MK Group, Erste bank, Nordeus, Nordic Business Alliance, and the Chamber of Commerce and Industry of Serbia.

In the period January 2022 – August 2023, the Council held six meetings. The members of the Council agreed that they should continue to insist on improving a framework

for food donation before its expiry, with the aim of donating food without VAT payment. Members' activities and campaigns were promoted, such as CSR experts of the Responsible Business Forum; a campaign "Let's Save Food, Let's Save Humanity" Coalition for Giving; report "Serbia Gives in 2021 – Report on Giving"; promoted examples of good practice of corporate social responsibility. The CCIS – CSR Council conducted a survey on analysis of efficiency of the implementation of the Law on Professional Rehabilitation and Employment of Persons with Disabilities. The Council supported also other topics of common interests such as social and women entrepreneurship, and gender equality.

VII NATIONAL CORPORATE SOCIAL RESPONSIBILITY AWARD "ĐORĐE VAJFERT"

The National CSR Award has been awarded by the Chamber of Commerce and Industry of Serbia with the aim of recognizing the basic CSR values and raising 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 and its needs, environmental protection, and satisfaction and safety of employees, as well as the social issues in a company.

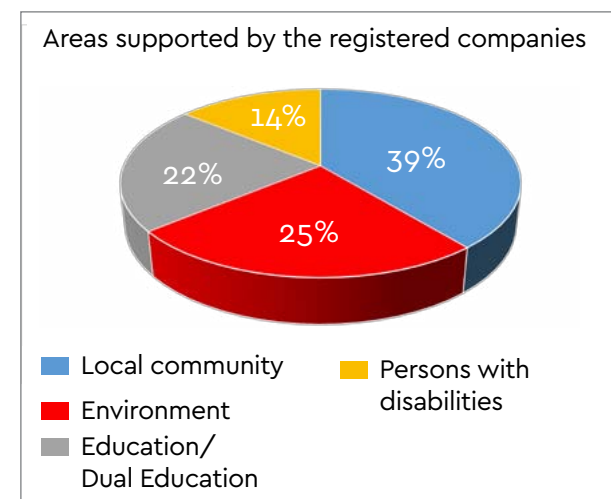
By running a business based on the principles of corporate social responsibility, the companies may substantially increase their competitiveness and reputation, and make significant savings in business, ensure consumers' loyalty, reduce fluctuation of employees, as well as contribute to sustainable development.

The award was established in 2007, and is based on a pre-defined methodology and multi-level verification by both the expert team and the independent jury. The business aspects equally valued are as follows: 1) market, 2) employees and management, 3) environment, 4) social community, and 5) assets and capital. The organizations that prove to equally take care of all these five aspects, and implement the project with higher specific importance according to 10 criteria, are more likely to become the award laureates.

Based on the analysis of all applications in 2022, it has been observed that the largest number of companies and organizations

that have reported their socially responsible projects mostly focused on providing their support to local community, improvement and protection of the environment, training and dual education, and to children and persons with disabilities.

As to the competition winners – CSR award winners and holders of recognitions, it is observed that they have focused their support on the areas listed in the table below:



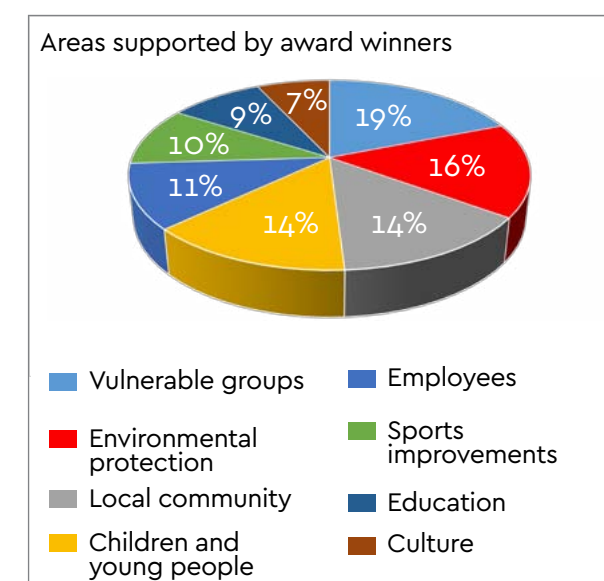
These companies and organizations have a strategy of corporate social responsibility in 60% of the cases, as the evidence of their commitment to socially responsible business model. A separate report on sustainable business, by which the companies and organizations inform all stakeholders on all elements of sustainable and socially responsible business, is drawn up by 45% companies annually.



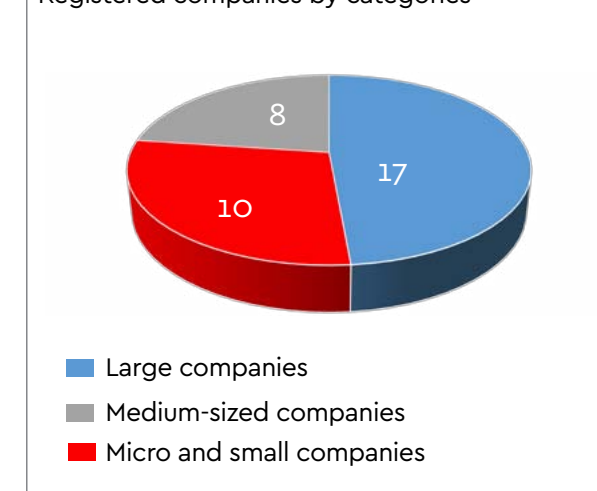
Winners of the National corporate social responsibility award "Đorđe Vajfert"

National Corporate Social Responsibility Award "Đorđe Vajfert" 2022 in figures:

- 35 companies applied;
- Members of the CCIS Team for Corporate Social Responsibility evaluated 35 applications and visited 29 companies that entered the second round of the competition and submitted the reports to the jury members after the visits;
- 7 members of the jury held 3 meetings and decided on the final ranking of companies in three categories – 1) large companies, 2) medium-sized companies and 3) small and micro companies.
- The Đorđe Vajfert 2022 National CSR Award Ceremony was held on 15 May



Registered companies by categories



2023. The awards were presented to 15 companies in three categories. For the second time, the six special recognitions for contributions in certain areas of CSR were presented, as follows: poverty reduction and food loss, popularization of circular economy business models, empowerment and promotion of women entrepreneurship, support and empowerment of persons with disabilities, and support to local community and biodiversity conservation.

VIII FAMILY FRIENDLY 2023 RECOGNITION

The Chamber of Commerce and Industry of Serbia launched a campaign "Family Friendly" in 2018 at the initiative of the Council for Population Policy of the Government of the Republic of Serbia, and in cooperation with the Cabinet of the Ministry without Portfolio in charge of demography and population policy.

The main goal of this campaign is to increase the importance of connecting work and parenting, and to create a productive atmosphere where employees would have the opportunity to provide their maximum

at their job and to keep a balance with their family life. "Family Friendly" campaign is a significant step forward to achieving common goals of better economy and society, as well as to increase the birth rate in Serbia.

"Family Friendly" recognition is awarded in three categories: small and medium-sized companies, large companies, and public enterprises/majority state-owned companies. The methodology is developed in cooperation with professors from the Faculty of Economics of the University of Belgrade, by following worldwide experiences, and ad-



Meeting of "Prijatelj porodice" Jury



The members of the jury are reputable representatives of the Chamber of Commerce and Industry of Serbia, the Ministry of Family Welfare and Demography, representatives of B92 media house, the Gender Equality Foundation Dajana Paunović, Ana and Vlade Divac Foundation, who, through their competence, prove the credibility of the selection and awards granted to companies that have balanced their work and parenting in the best possible way.

At its first meeting, which was held on 28 August, the jury decided that the Family Friendly 2023 recognition would be presented to four large companies, five small and medium-sized companies, and one public/state-owned company.

justed to business and legislative framework of the Republic of Serbia at the same time. This methodology covers the five groups of criteria as follows:

- market – financial indicators of the nominated company;
- adopted standards and practices in terms of the compliance of work and parenting;
- results in the area of the compliance of work and parenting (quantification of investments into programmes/activities);
- perception of external (experts and consumers) and internal public (employees);
- evaluation by professional jury.

Totally 24 companies applied for the Family Friendly 2023 recognition. These companies were divided into three categories: small and medium-sized enterprises – 11 candidates, large companies – 11 candidates and public/state-owned companies – 2 candidates. During the 28 days of voting, a total of 10,894 votes of external public, and nearly 2,300 votes from the employees working with the nominated companies were recorded through an anonymous survey, which was 10 times more than the voting in the first cycle of the Family Friendly 2023 campaign.

IX WOMAN ENGINEER OF THE YEAR 2023

Although a gap between the so-called male and female occupations shrinks, the number of women enrolling at STEM studies increases in Serbia year in, year out, but a disproportion still exists. At the University of Belgrade, young women equally achieve successful results as their male colleagues, however, they make up only about a third of the total number of students. "Woman Engineer of the Year" contest in Serbia aims at inspiring and encouraging young women, particularly high school students, to study engineering sciences and build their career in this area, as well as linking the economy and education system, raising awareness of the importance of engineering sciences in order for society to keep its pace with the technological development of the world.



The CCIS, Siemens Serbia, and Woman Engineer of the Year Association have launched the campaign for Woman Engineer of the Year Contest in Serbia in 2023. The application for this contest was from 7 to 21 April 2023 for women engineers who through their work and personality can be a role model and inspiration to other young women to study engineering sciences and start

their career in this area. Out of the total number of the received applications, 10 women candidates were selected and presented to the public. The emphasis was, in addition to the career achievements of the applied candidates, on their merits and potential to be, as engineers, an example and inspiration to younger generations of women.

Through this idea of "Woman Engineer of the Year", we want to offer role models and to encourage young women to choose STEM studies and engineering career, as well as to demonstrate them, through personal experiences, that engineering is just as much a woman's job as a man's. In addition, this initiative serves to tie business entities in Serbia, the economy and education system, with the aim of promoting engineering occupations, and highlighting gender equality as a standard providing best exploitation of the available human resources.

The professional jury with the equal share of votes in the decision making process comprises (per 25%) women candidates for the "Woman Engineer of the Year" (they nominate the best one among themselves); selected representatives of media, students and teachers of secondary schools; representatives of organizers and partners.

"Woman Engineer of the Year" award ceremony was organized in the Chamber of Commerce and Industry of Serbia, on 22 June 2023, when Ana Petrović, Managing Director of the company Global Substation Solutions d.o.o., was declared a winner.

X TRAINING OF BUSINESSPEOPLE

The Education Department of the Chamber of Commerce and Industry of Serbia was established with the aim to provide 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 employers, whose competitiveness is based on their employees' knowledge and skills.

Depending on topics and target groups, the Education Department organizes seminars and training courses as follows:

- specialized training courses and workshops for employees at all levels and different business areas;
- training courses based on entrusted tasks devoted for candidates to acquire licences needed (authorised representatives/intermediaries in insurance and professional housing community managers).

Specialized training courses and workshops are organized in small groups in order to ensure communication between attendees and lecturers, who are reputable experts with extensive experience. In addition to open seminars and training courses, we also organize in-house training.

All that might be interested in can download the calendar of training courses from the [official website of the Chamber of Commerce and Industry of Serbia](#)

In 2022, the Education Department of the Chamber of Commerce and Industry of Ser-

bia organized totally 189 educational activities (training courses, seminars), which were attended by 12,207 people. In the first eight months of 2023, a total of 108 seminars and training courses were organized, and attended by 8,213 people.

In 2023, the Education Department of the Chamber of Commerce and Industry of Serbia participated in the implementation of the "Better Energy" Project of the U.S. Agency for International Development (USAID), whose goal is to improve energy efficiency and increase the usage of renewable energy sources at the municipality level. The Projects aims to solve the lack of incentives and limited investments in the area of renewable energy sources and energy efficiency, as well as the issue of inefficient consumption of energy sources, and renewable energy sources.

Within the framework of this Project, the Education Department organized two training cycles on the topic of "Role of Managers and Local Community in Energy Rehabilitation Programme of Residential Buildings", which were intended for professional management organizers and professional managers, municipal energy managers and local self-government officers in charge of residential matters. There were 16 training courses organized in seven towns and attended by about 400 persons. In addition, the educational part of this project focused on gender equality, social inclusion and energy efficiency in the sector of construction.

XI DUAL EDUCATION MODEL

The first steps in the development of dual education model at the level of secondary vocational education in Serbia were taken in 2013, and by 2016, already 400 pupils schooled for one of three educational profiles (industrial manager, locksmith-welder, and electrician) in 16 secondary schools and with the support of 40 companies.

In the years after that, the number of pupils, schools and companies getting involved in the dual education model has been constantly growing, and today, the dual education covers 950 companies, 186 schools, 15,894 pupils. There are totally 73 profiles of dual education profiles (30 three-year and 43 four-year profiles).

In the previous period, 277 new companies have been accredited, whereas 542 trainers have acquired licences.

As to dual studies, this model is conducted at undergraduate and master applied and academic studies, except for social and human, and medical sciences. The Law on the Dual Model of Studies in Higher Education was adopted in 2019, which, since the academic year 2021/2022, it has been covering 11 higher education institutions, 98 companies, 46 accredited programmes, and 601 students. Some of the developed study programmes and modules are landscape architecture, information technology, clothing engineering and design, modern computer technology, communication technology, industrial engineering, road transport, construction engineering, business information

systems, furniture engineering and interior design, postal and logistics systems, food technology and gastronomy management, food processing technology, business and logistics management, and the like.

The Chamber of Commerce and Industry of Serbia has invested all its efforts to improve and facilitate companies to get involved in the process of dual education. As a result of the joint cooperation of the Chamber of Commerce and Industry of Serbia, the Dual Education Office, and the National Qualifications Framework and other stakeholders in the secondary vocational education, and with the aim of improving the dual education model in the Republic of Serbia, a Working Group on amending the Law on Dual Education was established. In 2022 and 2023, members of the Working Group intensively worked on developing a Draft Law amending the Law on Dual Education. The Draft Law passed through the public debate, and then proceeded to the assembly procedure. The Law is expected to be adopted in September 2023.

The experience gained so far in the implementation of dual education model in the Republic of Serbia shows that there is a need to increase the number of work-based learning lessons in order for pupils to acquire competences needed. The Draft Law on amending the Law on Dual Education suggests that the minimum number of work-based learning lessons should be 60% of the total number of lessons of vocational subjects for three-year educational profiles,

i.e. 40% for four-year educational profiles. As one of the most important steps leading to the achievement of this goals is the Dual VET Project Serbia, which the Chamber of Commerce and Industry of Serbia, as the leading partner, launched in April 2023, in cooperation with the Institute for Advancement of Education and Upbringing (ZUOV), Austrian Federal Economic Chamber (WKO), and Institute of Vocational and Further Education (IBW). The project is the second stage of the project "Dual Secondary Vocational Education and Training in Serbia", which was successfully completed in September 2022.

The "Dual Secondary Vocational Education and Training in Serbia" Project has delivered the results of national importance for introduction of dual education model into the secondary vocational education system – a Law on Dual Education with all supporting bylaws was adopted. The current results of the project have helped the Chamber of Commerce and Industry of Serbia to ensure its capacities for implementing the Law and establishing the dual education model in Serbia. Owing to this, the Chamber of Commerce and Industry of Serbia has taken an important position in the education system, and become recognizable for its role of the leading institution in the advancement of vocational education quality, connection and compliance of the education system with needs of the economy.

Besides the strategic goal, the following results have been achieved:

- dual education internet portal, which digitalized the application process of involving employers into the dual education and all supporting procedures, as well as the training and exam for instructors;
- dual education website;
- three registers;
- 1800 instructors licensed;
- 400 employers accredited;
- 633 accreditation certificates issued;
- over 150 Commissions for establishing the employer's compliance with the work-based learning conditions.



The new project stage was funded by the Austrian Development Agency (ADA) and Swiss Agency for Development and Cooperation. The total value of the project amounts to EUR 4.5 million. Through the support of the Swiss Federal University for Vocational Education and Training (SFUVET), representatives of the Chamber of Commerce and Industry of Serbia and Institute for Advancement of Education and Upbringing have completed the training courses, through which they have been informed on Swiss approach in developing a curriculum in the secondary vocational education. One of the goals of the project is to involve more businesspeople in the development of teaching curriculum and syllabus for secondary vocational education profiles.

XII SUPPORT TO THE DEVELOPMENT OF YOUTH, WOMEN AND SOCIAL ENTREPRENEURSHIP

The Chamber of Commerce and Industry of Serbia advocates the interests of the sector of micro, small and medium-sized enterprises, 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, 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 Programme, 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 Ministry of 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 training for drafting business-investment plans, as well as for the establishment of advisory support for beginners in business for a period of 12 months.

The training programme for drafting a business-investment plan is digitalised, thus enabling applicants with distance learning.

The five-day training for drafting business-investment plans was attended by totally 1,000 attendants, and from the beginning of the Programme 151 loans were granted, thus supporting 267 jobs. In addition to advisory and mentoring support for all loan beneficiaries, the database was established, covering 307 companies and 15 institutions from 14 regional chambers of commerce and industry, who expressed their interest to provide their mentoring services and to get involved actively in this Programme and support beginners in business. Totally 10 attendants have been provided with this service so far.

Standardized Service of Access to Finance

The Chamber of Commerce and Industry of Serbia also provides the standardised service of access to finance within its 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. In the period from January 2022 to June 2023, advisors answered to totally 269 inquiries.

The database on available sources of financing has been established with the aim of

providing advisory support to the sector of micro, small and medium-sized enterprises. The database contains an overview of 21 state support programmes.

Representatives of the Chamber of Commerce and Industry of Serbia – Centre for Support Programmes to the Economy and MSMEs, are members of the Working Group on implementing and monitoring a Youth Strategy created by the Ministry of Tourism and Youth, as well as the Working Group on developing a Law on Youth that is drawn up by the Ministry of Tourism and Youth.

Youth Entrepreneurship Council

The Chamber of Commerce and Industry of Serbia has established the Youth Entrepreneurship Council (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, one meeting was held. The representatives of the Chamber of Commerce and Industry of Serbia advocates for defining the term a young entrepreneur in the Law, and to shift the age limit for defining the young people from 30 to 35 years. Support to the Development of Women Entrepreneurship



The Chamber of Commerce and Industry of Serbia advocates creating better business conditions for women entrepreneurs, raising their capacities and strengthening their business knowledge and skills through different training courses and organization of B2B meetings, and initiates activities aimed at increasing the visibility of these women entrepreneurs, and the like.

In the reporting period, we carried out the following activities:

- ▶ supporting 88 women entrepreneurs from nine towns throughout Serbia (the largest number of them were from the sectors of food industry, textile industry, and services)
- ▶ Organizing four two-day webinars in 2022 on the topics recommended by women entrepreneurs: public speaking skills, negotiation techniques and skills, verbal and non-verbal communication, digital business transformation
- ▶ Realizing 108 online and offline meetings with 25 medium-sized and large companies, and organizations (the following results were achieved: establishment of cooperation of a small company dealing with honey production "Plodovi Srbije" from Čačak with the company Bambi a.d. from Požarevac, etc.).

Drafting Strategic Documents Aimed at Improving a Business Environment for Women Entrepreneurs

The analysis of the women entrepreneurship sector in Serbia, which contains the common analysis of the women entrepreneurship in Serbia (the data obtained from the Business Registers Agency and the Chamber of Commerce and Industry of Serbia), and the results of the survey, which covered 153 women entrepreneurs. Following nine regional meetings of women entrepreneurs from Serbia, where they discussed the issues and challenges they were faced with, the list of recommendations was established, with the aim of advancing the status of women entrepreneurs, enabling better business in the national market, and entering international markets.

White Book – recommendations on advancing the women entrepreneurship sector, includes the analysis of the legal framework in the domain of women entrepreneurship, financial and non-financial support programmes, good practice examples and common activities offered by the region (Serbia, Montenegro, North Macedonia, Republic of Srpska, Croatia), with the aim of stimulating a growth and development of women entrepreneurship.

The CCIS initiative to prescribe the registration of a gender of an owner, director or a member of business entity when entering into the Register of business entities with the Business Registers Agency as obligatory was submitted to and adopted by the Ministry of Economy. It will ensure an annual analysis of the woman entrepreneurship sector.

International Awarding of Successful Women Entrepreneurs

To make them more visible to the public and encourage other women to enter entrepreneurship, as well as to award their successful business, we encourage successful women entrepreneurs to participate in competitions, and propose them for national and international awards:

- The Chamber of Commerce and Industry of Serbia, as a member of the International Women Entrepreneurial Challenge Foundation, with its registered office in New York), which brings together 48 chambers of commerce and women associations worldwide, nominated two Serbian women entrepreneurs (Olgica Samoilović, Hedera Vita d.o.o. Loznica and Dragana Čalija, Saint Di&Co d.o.o. Novi Sad) for the most successful leading women award.
- In Tirana, in March 2023, in the organization of the Regional Cooperation Council (RCC), a Serbian entrepreneur, Marijana Gligorić, an owner of the software company BrigIT, was awarded in the category "Young Women Entrepreneur for WB 2022";

- In 2022, a few women entrepreneurs were winners of the annual national "Flower of Success for Dragon Lady Award", which is organized by the Association of Business Women in Serbia, and at the proposal of the Chamber of Commerce and Industry of Serbia.

Networking Women Entrepreneurs in Serbia and the Region

In the reporting period, the Chamber of Commerce and Industry of Serbia, in collaboration with its partners (EBRD, AFA, GIZ, Blic žena, USAID), participated in the organization and implementation of professional events and conferences devoted to women entrepreneurship, which brought together about 1,000 women entrepreneurs from Serbia.

Education and Empowering Aimed at Developing Women, Youth, and Social Entrepreneurship

The Entrepreneurship Division of the Chamber of Commerce and Industry of Serbia has been established with the aim of developing women, youth and social entrepreneurship, and creating a more enabling business environment for entrepreneurs and women entrepreneurs in the Republic of Serbia. The CCIS Entrepreneurship Division is focused on continued business education for the purpose of improving the existing and acquiring new knowledge and skills of entrepreneurs. The Entrepreneurship Division constantly signs memoranda on business and technical cooperation with educational institutions, funds, banks, business associations, and local self-governments, with the aim of implementing the educational activities of the Division and organizing workshops, seminars, and conferences.

Workshops for entrepreneurs and women entrepreneurs are free of charge, and are organized on the proposed topics that are of utmost importance for their business. They are organized in the Chamber of Commerce and Industry of Serbia and Regional Cham-

bers of Commerce and Industry, together with the participation of reputable lecturers, experts having an extensive practical experience in the subject areas, as well as via on-line platforms.

All these educational events and workshops are announced via the website of the Chamber of Commerce and Industry of Serbia, and its social media accounts. In 2022, a total of 52 educational activities were organized (workshops, training courses, seminars), where 4,000 attendees participated. In the first eight months of 2023, a total of 24 workshops and events were organized, and 2,700 entrepreneurs and women entrepreneurs participated.

There are numerous topics, out of which the most significant are: "How to start up an entrepreneurship"; "Marketing for the purpose of developing a business"; "Spin – sales technique"; "How to avoid conflict – assertive communication"; "Business digitalisation and introduction of modern business tools"; "Sources of financing for development of entrepreneurship through grants"; "Project management", and the like.

Education of women entrepreneurs titled "Women Entrepreneurship – Connect Yourself to Improve Your Business" has been organized six times a year for women entrepreneurs, who are members of the CCIS Women Entrepreneurship Section, since its establishment in 2018.

Support to Development of Social Entrepreneurship

In order to encourage the development of social enterprises, in 2022, the Chamber of Commerce and Industry of Serbia actively promoted the adopted **Law on Social Entrepreneurship**, as well as successful social enterprises. "Information Session on Social Entrepreneurship" was organized in cooperation with the RCCI Zrenjanin and the City Administration of Zrenjanin, RCCI Valjevo, RCCI Kruševac and its City Administration,

where the key segments of the Law and future activities of the Centre in the area of social entrepreneurship were presented.

It has been contributed to the work of the **Social Entrepreneurship Development Council**, which is established within the Ministry of Labour, Employment, Veteran, and Social Affairs, reflecting through comments and proposals how to advance a National Social Entrepreneurship Development Plan and Action Plan.

The Chamber of Commerce and Industry of Serbia works on establishing a network of advisors in all its regional chambers of commerce that will provide support to all entities wanting to gain the status of social entrepreneurship. Through 1:1 meetings, the CCIS employees will lead entities through the entire procedure (the required documents and steps), which will facilitate and speed up the procedure of gaining the status of social entrepreneurship. According to it, the first, in a series of training of CCIS employees, was held with the aim of informing about the term and importance of social enterprises and entrepreneurship.

In order to understand the social entrepreneurship on a whole, and based on that to provide recommendations how to improve the business environment, the Centre has conducted a survey for the entities that ran business as social enterprises before the adoption of the Law on Social Entrepreneurship. Based on the data collected, the analysis **"Challenges and Initiatives for Improving Business Tailored to Social Enterprises"**, was done, It will facilitate decision makers to define support measures within the National Programme for Social Entrepreneurship Development.

In order to promote and make products of social enterprises more visible, the Chamber of Commerce and Industry of Serbia has created an online [Catalogue of Products of Social Enterprises](#)

XIII COURT OF HONOUR

Pursuant to the Law on Chambers of Commerce and Industry, the Court of Honour is competent to make decisions in the procedures against members of the Chamber of Commerce and Industry and other business entities operating in the territory of the Republic of Serbia, in cases of violation of good business customs, business ethics, and the single market. It is independent and autonomous in its work, and is of utmost importance for keeping and developing further good business customs and business ethics in Serbia. The Court of Honour protects the social community and laws of our country. The procedure before the Court of Honour is stipulated by the Rulebook on the Court of Honour.

The procedure before the Court of Honour 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 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 Honour.

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 2022 to August 2023, the Court of Honour acted on 220 cases.

The complaints against members of the Chamber were submitted by business entities (41), competent bodies of city and municipal administrations, and inspection bodies (9), and natural persons (170) -professional managers/managers of building communities/owners of special parts/members of the building community assembly, as well as services consumers-users).

The total of 177 cases were resolved before the Court of Honour.

The Court of Honour imposed social discipline measures on the reported members of the Chamber, depending on seriousness of violation committed – in case of a serious violation, its iteration or similar violation, a public reprimand with its publishing on the website of the Chamber of Commerce and Industry of Serbia was imposed on the reported members. In other cases, a public reprimand with its announcement at the session of the Managing Board of the Chamber of Commerce and Industry of Serbia was imposed, whereas mostly due to the existence of extenuating circumstances (first punishment), the Court of Honour imposed a reprimand measure on the reported business entities.

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 and provisions of the Law on Passenger Road Transport (charging higher price than the price stipulated by taxi tariff; failure to adhere to the registered and verified timetables in the public shuttle bus services in intercity transport); unjustified failure to meet or improper meeting of contractual obligations; unfair competition, etc.*

The complaints submitted to the Court of Honour against professional management organizers, tenants mostly complain about unavailability of professional managers, bad communication with them, failure to answer in writing to their inquiries, failure to submit copies of contracts, minutes, decisions and other acts made by the building community. The complaints indicate certain irregularities in the operations of these members of the Chamber and professional managers they hire (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; failure to submit information on the balance and changes in the building community account; non-response to the submitted requests of the apartments' owners; 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.).

The number of complaints submitted against professional managers and professional management organizers increased due to the acting of other professional managers, i.e. organizers that may be characterized as unfair competition according to the Code. It primarily refers to taking inappropriate actions for termination of the current business relations between another organizer and building communities, with which it has concluded a contract

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

Pursuant to the Law on Chambers of Commerce, the Chamber of Commerce and Industry of Serbia is authorised to stipulate the rules of good business conduct of its members.

The goal of the adoption of these ethic codes is to increase the transparency of business operations of economic entities and to strengthen the responsibility for consequences that may arise from performing business activities. The adoption of these codes, inter alia, provide the base to business entities, who are members of the Chamber, to establish their balance between their own, profitable interests and the interests of the social environment they are operating in.

Although the relation with all entities, with whom it has been established in business process (consumers, competitors, financiers, owners, etc.) is provided for by legal regulations, they expect from their business partners to express a certain level of ethical behaviour. Observing the business ethics in relations with business partners contributes to the reputation of business entity since it gradually becomes another resource that affects the extension of business contacts and increases profit in the long run.

Through its consultations with scientific, academic, and professional organizations, the Chamber of Commerce and Industry of Serbia has developed the Code of Business Ethics that stipulates the principles and rules of business ethics, which oblige economic entities, the members of the Cham-

ber 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.

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 of Honour, 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.

Code of Corporate Governance, adopted by the Assembly of the Chamber in 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 its 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.

Code and Business Morals of Professional Management Organizers, the Assembly of the Chamber of Commerce and Industry of Serbia adopted in accordance with the Law on Housing and Building Maintenance, which prescribes 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.

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

Code of Business Ethics of Brokers in Trade and Lease of Real Estate stipulates the basic ethical principles and norms of professional conduct of brokers in trade and lease of real estate, and is binding on all brokers in trade and lease of real estate, who operate in the territory of the Republic of Serbia and accede to this Code.

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.

XV CCIS PROJECTS IN THE AREA OF CORPORATE SOCIAL RESPONSIBILITY

The Chamber of Commerce and Industry of Serbia, through the regional initiatives and partnership cooperation with international organizations and institutions, and its representative offices 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 Project

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 metalworking industry, wood processing industry and food industry in the cross-border area of the Sarajevo macro-region and the Zlatibor District.

SCALEUP4EUROPE Project

The Chamber of Commerce and Industry of Serbia participates in the Project SCALEUP

4EUROPE, funded by the European Commission through the Horizon 2020. The project aims to establish the single market of demand and supply of four partner countries – Austria, Slovenia, Germany and Serbia, as well as activities that would help develop technology and innovative companies. The Chamber of Commerce and Industry of Serbia is obliged to establish a ScaleUp Lab in the area of AgTech.

EIT Climate-KIC Project "Hub Management & Network Development" (2020-2022) is aimed at coordinating cooperation between members of the EIT Climate-KIC Serbia Hub, as well as members of the Hub with representatives of the competent bodies on both national and local level and the leading organizations from the area of green business, education and research. Providing domestic innovation eco-system with various forms of support, and promoting the activities of the EIT Climate-KIC community aim to raise awareness of climate change and need to reduce greenhouse gas emissions and to launch changes in behaviour of companies and individuals towards environment.

EIT Climate-KIC Project "Balkan Circular and Climate Innovation Beacons" (2020-2022) is aimed at establishing centres (Beacons) that will start up the implementation of circular changes. These lighthouses are rooms for promoting, testing and commercializing innovative services of circular economy for MSMEs and start-up companies. The project is implemented by CirEkon in cooperation with the Chamber of Com-



International Trade Fair for Organic Food "BIOFACH 2023", Nürnberg

merce and Industry of Serbia, Institute for Climate Change, Environment and Energy "Wuppertal" from Germany, Cleantech from Bulgaria, Timisoara Chamber of Commerce, Industry and Agriculture, Chamber of Economy of Montenegro, Athena Research and Innovation Center, and REIC NVO from Bosnia and Herzegovina.

Sustainable Market Access

Swiss Import Promotion Programme (SIPPO) has been cooperating with the Chamber of Commerce and Industry of Serbia since 2017, whereas in Serbia it promotes socially responsible, ecologically acceptable, inclusive and sustainable trade. The common goal of the cooperation with CCIS is to integrate the Serbian economy, as a developing country in transition, into the global trade and supply chain. Through its specially designed capacity development support for CCIS in providing professional export promotion services, such as target network-

ing, partner finding, market research, SIPPO facilitates services of export promotion for exporters in their partner countries, and for importers in Switzerland, Europe and world widely where it is possible.

In 2023, as its special goal, SIPPO introduced a new intervention into CCIS, which is called "Sustainable Market Access".

The Programme is designed as a model of structural and sectorial access at more levels, including:

- building capacities for management team (horizontal organization units)
- raising awareness and building capacities for representatives of business associations (vertical organization units)
- raising awareness and building capacities for CCIS members.

"Sustainable Market Access" should serve as an example of a sustainable business model to members of the Chamber of Commerce

and Industry of Serbia from the previously selected SME sectors, which would be based on incorporation of priority goals of sustainable development into business operations of members on a regular basis, with special focus on export activities (export preparedness of company; export preparedness of products; testing stage, standardization, and certification). The goal of the training courses was to inform employees of the Chamber of Commerce and Industry of Serbia on the concept of sustainability, business models of circular economy, as well as to transpose the elements of the newly adopted Agenda at the level of business entities. Upon it, business-people will be informed about benefits of new transformative business models and capacities of employees to provide members with services will be improved. One of the goals is also to take an active part in preparation of a Draft Strategy and Action Plan on sustainability concept.

International Organic Food Fair "BIOFACH" 2023

The Chamber of Commerce and Industry of Serbia (CCIS) and Development Agency of Serbia (RAS), in collaboration with the Swiss Import Promotion Programme (SIPPO) and National Association Serbia Organica, traditionally, for the fifth time in a row, have organized the appearance of domestic companies at the International Organic Food Fair "BIOFACH" 2023. The fair was held in Nuremberg in February 2023, under the slogan "We Speak Organic – Organic Products from Serbia - Tradition Transformed into Innovation", which is the largest specialized global trade fair in the area of organic farming. The fair brought together 36,000 visitors from 135 countries, and totally 2,765 exhibitors from 95 countries worldwide.

The Chamber of Commerce and Industry of Serbia (CCIS), within the framework of the National Pavilion of Serbia, successfully promoted the export range of fresh, dried, freeze-dried, and frozen fruit and vegetable, dried mushroom, grain products, organic pastry,

jam, and fruit spreads made of organic fruit and honey - 12 companies.

During the fair, exhibitors had over 400 direct b2b meetings with buyers at the National Pavilion of Serbia, whereas the value of export activities is projected to be over EUR 7 million in the upcoming period.

XVI RESPONSIBLE BUSINESS HUB



The Chamber of Commerce and Industry of Serbia has established its new service providing centre, which is supported by the German Development Cooperation and implemented by the German Agency for International Cooperation (GIZ).

This new service, *Responsible Business Hub (RBH)*, is a centre for providing information and connecting Serbian companies in the area of new requirements arising from a new German Supply Chain Due Diligence Act and pertaining to the protection of human rights, rights of workers and environment.

Support Office, which is an integral part of the RBH international network (German, Vietnam, Cambodia, Bangladesh) and offers a wide range of services in the area of respon-

sible business is free of charge for all users. The goal of the programme is to support the private sector to understand and prepare for new sustainable standards derived from the Supply Chain Due Diligence Act, as well as to upgrade competitiveness, sustainability and capacity of companies in the area of protection of human rights and environment.

The primary business model and a set of services are grouped into five categories:



The companies subject to the Supply Chain Due Diligence Act are obliged to apply this Law in their entire supply chain, which includes the following activities:

- establishing a risk management system;
- defining internal responsibilities;
- carrying out regular risk analyses (annually or if necessary);
- establishing preventive measures in your own business and with direct suppliers;
- implementing corrective measures;
- establishing an appeal mechanism;
- documenting and reporting.

The requirements of the German Supply Chain Due Diligence Act are based on the UN Guiding Principles on Business and Human Rights, and this internationally recognized reference framework clearly stipulates that the state is under obligation to protect human rights and that companies are responsible to respect the human rights of corporate due diligence.

The enforcement of the Law is under control of the Federal Office for Economic Affairs and Export Control (BAFA), to whom German companies have to submit the report no later than four months upon the end of the fiscal year, after which the competent body reviews reports and carries inspection.

Three areas are clearly distinguished within the Law:

- **Human rights protection** (for instance, child labour, forced labour, slavery, freedom of association, unequal treatment in employment, occupational health and safety, an appropriate wage, etc.)
- **Environment protection** (it refers to three conventions: Minamata Convention on Mercury, Stockholm Convention on Persistent Organic Pollutants, and Basel Convention on Movements of Waste)
- **Indemnity.**

First steps and activities have been taken within the new service providing centre in the previous period.

In 2023, the [website responsiblebusinesshub.pks.rs](https://www.responsiblebusinesshub.pks.rs) was launched, which gives an opportunity to users to be informed on services this new service centre of the Chamber of Commerce and Industry of Serbia provides. In this way the information on this German Supply Chain Due Diligence Act become available, as well as tools and current national and international regulations in this area.

The network of partners has been developed, and together with other organizations and institutions, we successfully cooperate in improving corporate responsibility. We cooperate with the International Labour Organization on activities on preparing the Guidelines on appeal mechanism; with non-governmental organizations dealing with trafficking in human beings when employing; with the Ministry of Human Rights and Minority Rights and Social Dialogue through membership in the Council for Monitoring the implementation of EU recommendations on human rights, membership in a special Working Group on drafting a Draft Strategy of Monitoring and Improving Human Rights in the Republic of Serbia for the period 2024-2030"; with the Ministry of the Interior through membership in the interdepartmental working group on drafting a planning document in the area of the fight against trafficking in human beings.

In May and June 2023, the German Supply Chain Due Diligence Act was presented in five towns, in five Regional Chambers of Commerce and Industry, with 125 participants, who were representatives of companies totally.

XVII ACTIVITIES OF ENTERPRISE EUROPE NETWORK IN SERBIA (EEN)

In addition to its regular activities and support to companies, the consortium of the Enterprise Europe Network in Serbia Project informs businesspeople in Serbia on EU recommendations aimed at making the European business environment more secure and sound, workplaces more productive, and all that for the benefits of companies and their employees. The culture of risk prevention for improving labour conditions is particularly promoted.

In addition to EU Member States, the European Agency for Safety and Health at Work (EU-OSHA) has also its contact persons and EEN OSH Ambassadors for the Western Balkan region and Turkey. The aim of this cooperation is the preparation for full participation in the EU-OSH network.

In the organization of the Business Leap Programme and the Chamber of Commerce and Industry of Serbia, "HR Leaders – Business and People" Summit was held on 18 May 2022. "Healthy Workplaces Manage Stress"

was a campaign of the European Agency for Safety and Health at Work promoted at this event and in the EU Member States and associated countries in the period from 2020 to 2022 for several priority areas. Each area covers a certain topic pertaining to these issues: prevention, working in a sitting position, remote work, future generation of workers, and psychosocial risks.

In the organization of the European Centre of Expertise and with the support of the European Commission, a representative of the EEN Serbia Consortium and EEN OSH Ambassador participated in the seminar "Healthy Workplaces: Prevention of Musculoskeletal Disorders Associated with Work in Financial Sector", which was held in Belgrade, on 2 March 2023. The event was the opportunity to present activities of the Enterprise Europe Network and to indicate the most frequent issues faced by employees in the financial sector.

In addition to musculoskeletal disorders, workers in financial sector are subject to obesity, weak eyesight, and stress.

In the organization of the European Agency for Safety and Health at Work in Bilbao (Spain), a meeting of EEN-OSH Ambassadors was held in June 2023, and the Conference on the occasion of a new EU-OSHA 2023-2025 campaign "Occupational Safety and Health in the Digital Era", on 22 June 2023. During the panel, the activities of the Chamber of Commerce and Industry of Serbia, which will be included in a new EU-OSHA 2023-2025 campaign "Occupational Safety and Health in the Digital Era", were presented.



EEN Serbia presented in Sarajevo

The following Professional and Administrative Services of the Chamber of Commerce and Industry of Serbia have participated in the preparation of the Fifth 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, Industry Associations Division, Centre for Support Programmes to the Economy and Micro, Small and Medium-Sized Enterprises, Entrepreneurship Division, Professional and Administrative Service of the Court of Honour, Centre for Education, Dual Education and Education Policies, Project Management Centre, and EU Integration Centre.

The CCIS Team for preparation of the Fifth 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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